

CHAPTER IV

CONCLUSION

During the internship in EF English First Klampis as a course consultant, the writer experienced many challenges. The writer got a lot of knowledge and information especially regarding the role of course consultant, learning about the manner in dealing with a customer, knowing what customers satisfaction and understanding what a customer wants. Course consultant staff itself has a meaning, someone who gives a good service before, during and after purchase.

Nevertheless, the writer finally knew how to be a course consultant, how to act properly at the workplace and how to communicate with other employees in English First Klampis, because the employees have a different attitude and way of doing their job. For course consultant, the skill of communication is very crucial in cooperating with other employees and dealing with customers. Being a front line in communicating to the customers directly, the writer must be polite, calm and friendly at all times, when interacting with customers in order to make the customers feel comfortable and satisfied with the products and services.

Everything about English First will be watched by the customer from the course consultant, because they know that the staff with a logo of English First reflects the company too. The owner of English First Surabaya was kept it years by years in order to make the customer believed about English First services.

The writer gained many experiences and advantages from his internship that he took. The writer got explanation from Mrs. Nia as the branch manager to always keep a good image of English First to the public. The writer hopes that after finishing the internship in English First Klampis, experience and knowledge can be profitable and he can experience a one step forward to get success in the future.

Thus, the internship in English First Klampis was very fun for the writer. Besides that, the writer not only knows how hard and challenging the job as course consultant is, but the experience also has made the writer appreciate the work ethics of English First Surabaya.